

Custom Speech USA™ Case Studies Telephone Dictation for Medical Transcription and Billing Service

Background

Previously purchased telephone dictation server from other manufacturer was no longer properly recording telephone dictation or transferring job data to central database.

Case Study

Vendor/Client

Custom Speech USA™ for medical transcription and billing service in Sewickley, PA

Overview

Client is a 20-employee medical transcription and billing services company outside of Pittsburgh that serves 18 mostly physician practices. Owner requested telephone dictation server for multiple remote manual transcriptionists and integration with preexisting web-based dictation and transcription system. Client had developed a web-based dictation application with SQL database that permitted speakers to record into a sound recorder, upload voice file into a worklist, automatically assign dictation to a remote, home-based transcriptionist, download audio file, and upload completed transcription.

Components

- Command!™ Call Center with 8 line licenses
- D4/PCI 4-port telephony cards x 2
- Command!™ File Monitor Server x 1

Installation

Command!™ Call Center was purchased and installed in September 2005 to handle the immediate needs of restoring telephone dictation for client's customers. A custom script was also written for client to insert job data, such as speaker's name, job number, dictation date and time, and work type, into the client's SQL database. A second custom script was written in February/March 2006 to help remote transcriptionists to access DSS files from Olympus handheld recorder. File Monitor Server was used to detect and transfer file to Call Center database for assignment to remote MTs or transcription with SpeechServers™ for IBM. Additional 15 stereo transcription headsets were obtained. Support was provided by remote PC access and telephone.

Benefits

- Rapid restoration of telephone dictation service
- Integration with client's custom web dictation and file management
- Scalable, flexible system
- Support with remote PC access and telephone

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We teach computers how to listen®

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